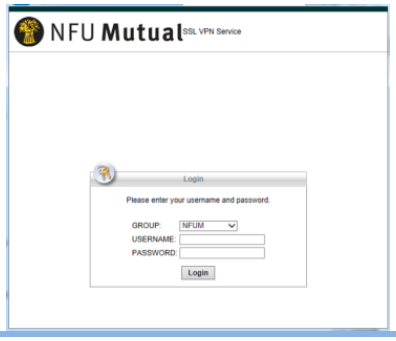
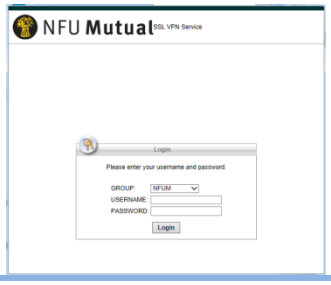
UYOD Troubleshooting (PC) – How Do I?

Issue
1. PC fails to load NFU Mutual sign on screen after attempting to start Java.

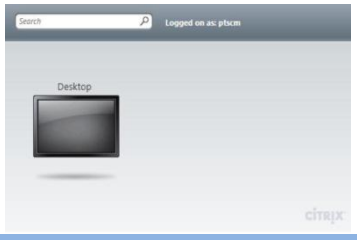
Potential causes	Solution
Incompatible browser	Download Firefox browser at https://www.mozilla.org/en-US/firefox/new/
Pop-ups not disabled for ***Please see Internal, IT Service desks,' 'HOW DO I?' document for this URL***	Disable pop-up blocker on your web browser. Instructions vary according to the web browser you have. For Firefox instructions follow this link https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting#w_pop-up-blocker-settings
Java not downloaded or has the right security exceptions setting	Download and install Java and then use Java console to set ***"Please see Internal, IT Service desks,' 'HOW DO I?' document for these URL's"*** in the security exceptions. Set Firefox add-ons/plug ins for Java to *"Always accept"*

Issue
2. RSA key fob sign on rejected 

Potential causes	Solution
New RSA key not yet enabled	Contact service desk on ext. 202121 to enable your RSA token
RSA token has expired (check date on back)	Contact service desk on ext. 202121 to reset your RSA token
Wrong/forgotten pin number	Contact service desk on ext. 202121 to reset your pin
Group field set as NFUM	Change group field on drop down menu to *WebVPN*

Issue
3. Error message “PC does not meet security requirements” on log in screen 

Potential causes	Solution
Missing windows service packs	Run windows update on http://windows.microsoft.com/en-us/windows/windows-update
The Web browser you are using is not at the right level	Make sure you have the latest version of either Firefox, https://www.mozilla.org/en-US/firefox/new/ Chrome, https://www.google.com/chrome/browser/desktop/index.html or IE http://windows.microsoft.com/en-GB/internet-explorer/download-ie
Antivirus isn’t up-to-date, or has detected malware / spyware	Run a Scan / update on the installed antivirus and clear any unknown programs

Issue
4. PC will not start the Citrix receiver session after clicking on Desktop 

Potential causes	Solution
Citrix receiver is not installed correctly	Delete Citrix receiver and then reinstall
Firefox is asking for add-on permission.	Set Firefox add-ons/plug-ins for both Citrix lines to “*Always Accept*”
‘Malware’ is blocking the SSL transport	Clear any unknown programs. Access Windows control panel and then add remove/programs